



Social Services | Services Sociaux
Zhawenimi-Anokiitaagewin
Sault Ste. Marie District

District of Sault Ste. Marie Social Services
Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin

DSSMSSAB REGULAR BOARD MEETING MINUTES

Thursday, May 23, 2024 at 4:30 PM
548 Albert Street East, Sault Ste. Marie, ON

1. CALL TO ORDER

2. LAND ACKNOWLEDGEMENT

I acknowledge, with respect, that we are in Robinson-Huron Treaty territory, that the land on which we are gathered is the traditional territory of the Anishinaabe and known as Bawating. Bawating is the home of Garden River First Nation, Batchewana First Nation, the Historic Sault Ste. Marie Metis Council.

3. APPROVAL OF AGENDA

Resolution #24-045

Moved By: S. Spina

Seconded By: A. Caputo

- 3.1 **“BE IT RESOLVED THAT the Agenda for May 23, 2024 District of Sault Ste. Marie Social Services Administration Board meeting be approved as presented.”**

4. DECLARATIONS OF PECUNIARY INTEREST

5. APPROVAL OF PREVIOUS MINUTES

Resolution #24-046

Moved By: M. Bruni

Seconded By: R. Zagordo

- 5.1 **“BE IT RESOLVED THAT the Minutes from the District of Sault Ste. Marie Social Services Administration Board meeting dated April 18, 2024 be adopted as recorded.**

6. NEW BUSINESS

- 6.1 540 Albert Street Future Plans

7. MANAGERS REPORTS

PARAMEDIC SERVICES

Resolution #24-047

Moved By: S. Spina

Seconded By: M. Bruni

- 7.1 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board accept the Land Ambulance Service Review Update report as information.”

Resolution #24-048

Moved By: L. Vezeau-Allen

Seconded By: S. Spina

- 7.2 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board accept the offload delay report as information.”

Resolution #24-049

Moved By: M. Bruni

Seconded By: A. Caputo

- 7.3 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board approve the negotiated sale of two ambulances to Crestline, at the combined total amount of \$30,000.”

Resolution #24-050

Moved By: R. Zagordo

Seconded By: L. Vezeau-Allen

- 7.4 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board approve the renovation of the EMS warehouse and locker rooms at the RESC station (65 Old Garden River Road) to be completed by Winmar Property Restoration Specialists for the cost of \$56,525 + *hst*”.

OPERATIONS

Resolution #24-051

Moved By: M. Bruni

Seconded By: A. Caputo

- 7.5 **"BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board approve up to \$120,656 to be allocated to John Howard Society through the Homemakers and Nursing Services Program for the period of April 1, 2024 to March 31, 2025".

CEO

Resolution #24-052

Moved By: R. Zagordo

Seconded By: L. Vezeau-Allen

- 7.4 **"BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board accept the Quarter 1 Statistical Report Update as information".

8. CORRESPONDENCE

9. ADJOURNMENT

Resolution #24-053

Moved By: L. Vezeau-Allen

Seconded By: S. Spina

- 9.1 **"BE IT RESOLVED THAT** we do now adjourn."



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Sault Ste. Marie District

**District of Sault Ste. Marie Social Services
Administration Board**

Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin

DSSMSSAB REGULAR BOARD MEETING AGENDA

Thursday, April 18, 2024 at 4:30 PM

548 Albert Street East, Sault Ste. Marie, ON

Present: **Stephanie Hopkin** **Marchy Bruni**
 Angela Caputo **Sonny Spina**
 Lisa Vezeau- Allen

David Petersson
Miranda Scott
Joanne Pearson
Antonio Borrelli
Pam Patteri
Joanne Pearson
Tanya Ritter

3. CALL TO ORDER at 6:20

4. LAND ACKNOWLEDGEMENT

I acknowledge, with respect, that we are in Robinson-Huron Treaty territory, that the land on which we are gathered is the traditional territory of the Anishinaabe

and known as Bawating. Bawating is the home of Garden River First Nation, Batchewana First Nation, the Historic Sault Ste. Marie Metis Council.

3. APPROVAL OF AGENDA

Resolution #24-039

Moved By: S. Spina

Seconded By: A. Caputo

- 3.1 **“BE IT RESOLVED THAT the Agenda for April 18, 2024 District of Sault Ste. Marie Social Services Administration Board meeting be approved as presented.”**
Carried

4. DECLARATIONS OF PECUNIARY INTEREST

5. APPROVAL OF PREVIOUS MINUTES

Resolution #24-040

Moved By: M. Bruni

Seconded By: L. Vezeau-Allen

- 5.1 **“BE IT RESOLVED THAT the Minutes from the District of Sault Ste. Marie Social Services Administration Board meeting dated March 21, 2024 be adopted as recorded.**
Carried

6. MANAGERS REPORTS

EARLY YEARS

Resolution #24-041

Moved By: S. Spina

Seconded By: A. Caputo

- 6.1 **“BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board approve the Early Years division to flow up to the revised allocation amount of \$196,379.56 in Canada-Wide Early Learning and Child Care (CWELCC) funding to eligible child care operators as per the Emerging Issues applications and in alignment with the 2024 CWELCC Guidelines.”**

Carried

PARAMEDIC SERVICES

Resolution #24-042

Moved By: L. Vezeau-Allen

Seconded By: S. Spina

- 6.2 **“BE IT RESOLVED THAT** the District of Sault Ste. Marie Social Services Administration Board accept the offload delay report as information.”

Carried

7. CORRESPONDENCE

8. NEW BUSINESS

9. ADJOURNMENT

Resolution #24-043

Moved By: E. Palumbo

Seconded By: S. Spina

- 9.1 **“BE IT RESOLVED THAT** we do now adjourn.”

Carried

Adjourned at 6:35pm



Social Services

District of Sault Ste. Marie Social Services

Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie

Zhawenimi-Anokiitaagewin

BOARD REPORT

AUTHOR: Kate Kirkham

DATE: May 23, 2024

RE: Land Ambulance Service Review - Update

RECOMMENDATION

BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board accept this report as information.

BACKGROUND INFORMATION

The Ministry of Health (MOH) conducts regular Ambulance Service Reviews (ASRs) to ensure compliance with legislated standards, covering various aspects of patient care, quality assurance, and administration. These standards encompass a range of protocols and procedures, including Basic Life Support and Advanced Life Support Patient Care Standards, Ambulance Documentation Standards, and Equipment Standards. The Ambulance Act requires that ambulance services undergo a certification process every three years to obtain a certificate from the certifying authority.

The ASR process involves an examination by MOH inspectors, selected for their expertise in ambulance service operations. Reviews occur before certificate expiration, with operators receiving advance notice of on-site visits. If initial certification criteria are not met, a supplemental visit is conducted, providing further opportunity for compliance. Upon completion, an exit meeting is held to discuss observations with the operator.

Reports are then drafted and provided to the operator, indicating satisfaction or areas needing improvement. Operators have 30 days to respond, during which the MOH may conduct follow-up visits to ensure actions are taken effectively. The final report consolidates initial findings, operator responses, and subsequent inspector observation.

SUMMARY/OVERVIEW

The District of Sault Ste. Marie Paramedic Services (DSSMSSAB) underwent an ambulance service review on September 19th and 20th, 2023. Subsequently, we received a commendation from the Ministry of Health (MOH) for meeting the legislated requirements for continued certification as a Land Ambulance Operator in Ontario.

In addition to the MOH's letter, we recently received an Ambulance Service Review Draft Report. This report highlights our efforts in various areas, including preparation for

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the certification inspection, quality assurance, continuous quality improvement, and training. It also underscores the significance of compliance with legislative requirements and identifies areas for potential improvement.

The Ambulance Service Review Draft Report presents an overview of the District of Sault Ste. Marie Paramedic Services (DSSMPS) performance following the review conducted on September 19th and 20th, 2023. The report highlights several key findings pertaining to compliance and operational effectiveness.

Patient Care

- 99.4% compliance rate with patient care equipment and supplies, ensuring readiness for emergency medical situations.
- Maintained 100% compliance for medication storage and management, ensuring the highest standards of infection control.
- Demonstrated full compliance with communicable disease management protocols, ensuring the highest standards of infection control.
- Successfully met all legislated training requirements, ensuring paramedics are well prepared and equipped to deliver quality care.
- Evaluated documentation showed that patient care met the expected standard of care 100% of the time.

Quality Assurance

- Implemented effective oversight mechanisms to uphold the quality of patient care and service delivery.
- Achieved a 99.5% compliance rate with employee qualification records
- Maintained a compliance rate of 99.3% for required data points on Ambulance Call Reports (ACRs), ensuring accurate documentation of patient encounters.

Administrative

- The Service Operator Deployment Plan facilitated efficient resource allocation and timely emergency response, effectively meeting community service needs.
- Despite not meeting Response Time Performance Plan (RTPP) goals for CTAS level 1s in 2022, inspectors noted that proactive measures were taken to evaluate deployment and introduce improvements, resulting in enhanced RTPP in subsequent years.
- Policies and procedures were established and enforced to ensure legislative compliance and maintain operational standards.

Opportunities for Improvement

- Tracking systems for patient care device maintenance should be improved. Mitigating solutions include:
 - Maintenance is scheduled and conducted according to manufacturer recommendations
 - A new software program that will track maintenance and replacement schedules, is planned for implementation in the near future. This will enhance record tracking.

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- Conveyance equipment must be replaced according to manufacturer recommendations (i.e. power cot systems, stair chairs, etc.). Mitigating solutions include:
 - Conveyance equipment is maintained according to manufacturer recommendations
 - We will introduce a conveyance equipment replacement schedule based on manufacturer recommendations
 - We have replaced all expired conveyance equipment
 - A new software program that will track maintenance and replacement schedules, is planned for implementation in the near future. This will enhance record tracking and adherence to legislated requirements.
- Adhere to vehicle certification requirements (Ontario Provincial Land Ambulance and Emergency Response Vehicle Standards and Land Ambulance Certification Standards). Mitigating solutions include:
 - Vehicle manufacturers have been notified of deficiencies, corrective action has been taken, and certification requirements will be adhered to in the future.

STRATEGIC PLAN IMPACT

This Ambulance Service Review aligns with DSSMSSAB's strategic plan by ensuring an engaged, skilled team that prioritizes people and community impact. Overall, it strengthens DSSMSSAB's commitment to high quality, person-focused services and streamlined operations, aligning with the strategic objectives of innovation and service excellence.

FINANCIAL IMPLICATIONS

There are financial implications associated with the listed improvement opportunities. However, all improvement costs have been managed within the current budget, and we foresee no additional financial implications at this time.

CONCLUSION

The Ambulance Service Review Draft Report underscores that our paramedic service is committed to maintaining high standards of patient care, operational efficiency, and regulatory compliance. The compliance rates achieved across various domains reflect DSSMSSAB's dedication to providing exceptional emergency medical services to the community.

Respectfully submitted,



Kate Kirkham
Chief Paramedic Services



Social Services

District of Sault Ste. Marie Social Services

Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie

Zhawenimi-Anokiitaagewin

BOARD REPORT

AUTHOR: Kate Kirkham

DATE: May 23, 2024

RE: Monthly Offload Delay Report – April Update

RECOMMENDATION

BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board accept this report as information.

BACKGROUND INFORMATION

The availability of ambulance services is critically important to meeting the emergency needs of a community. A significant contributor to ambulance availability comes from offload delays. An offload delay refers to any time spent waiting to transfer patient care from paramedics to Emergency Department (ED) hospital staff. Offload delays are calculated as the difference in time from when the ambulance arrives in the ED until Transfer of Care (TOC) is documented and acknowledged, less the standard thirty (30) minutes it takes ambulances to return to service.

Ambulance offload delays (AOD) are a well-recognized issue throughout Ontario. A combination of ED crowding and high call demand for ambulances are key contributors to the AOD challenges in the District of Sault Ste. Marie. Sault Area Hospital (SAH) staffing pressures have further worsened this issue. These complications have left us with resource inefficiencies, affecting our emergency response times and our ability to provide community safety.

Several mitigating strategies are in place to manage ambulance offload delays, and we continue to work with SAH and the Ministry of Health (MOH) to find solutions. We will provide monthly status updates to the District of Sault Ste. Marie Social Services Administrative Board (DSSMSSAB).

SUMMARY/OVERVIEW

District of Sault Ste. Marie Paramedic Services

	April 2023	April 2024
# of Patients to SAH	802 patients	804 patients
Max # of minutes on offload delay	351 minutes (5 hours, 51 minutes)	276 minutes (6 hours, 36 minutes)
Total pts over 30 minutes	154	192
Total offload hours for period	348 hours	366 hours
Average Offload Time per Day	11.6 hours/ day	12.2 hours/ day

2024 - Current Year Results

	January	February	March	April
# of Patients to SAH	1002 patients	874 patients	763 patients	804 patients
Max # of minutes on offload delay	719 minutes (11 hours, 59 minutes)	321 minutes (5 hours, 21 minutes)	343 minutes (5 hours, 43 minutes)	276 minutes (4 hours, 36 minutes)
Total pts over 30 minutes	322	216	123	192
Total offload hours for period	685 hours	428 hours	295 hours	366 hours
Average Offload Time per Day	22.10 hours/ day	14.76 hours/ day	9.5 hours/day	12.2 hours/ day

Looking at the performance in 2024 so far, there have been fluctuations in patient volume and offload delay times. In January 2024, there was a significant increase in both patient volume and offload delay compared to the previous months. However, February and March saw decreases in both metrics, before stabilizing in April, with 804 patients and 276 minutes as the maximum offload delay. The average offload time per day in April 2024 remained consistent with the previous year, at 12.2 hours per day.

We are attempting to actively collaborate with SAH to address the persistent challenge of offload delays. The Dedicated Offload Nurse Program has shown improved staffing consistency, with a nurse consistently filling this role. Additionally, we are partnering with SAH to enlist the expertise of a consultant. This consultant will conduct a comprehensive review of the Emergency Department and paramedic practices, as well as assess patient

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flow. This initiative aims to identify areas for further refinement and adjustment, ultimately enhancing the efficiency of our processes.

STRATEGIC PLAN IMPACT

Many initiatives are in place to manage the increasing rate of offload delays, while still offering high quality, person-focused services. Aligning with the pillars of Service Delivery and Community Partnerships, DSSMSSAB continues to collaborate with community partners in an effort to navigate system-wide healthcare challenges. This strategic engagement will enhance community well-being and provide service excellence.

FINANCIAL IMPLICATIONS

The actual financial implications of offload delays are difficult to discern within the paramedic-operating budget. However, there is no question that significant costs are associated with delayed patient offloading, including forced overtime, missed meal breaks, and up-staffing of additional paramedic units to meet community emergency response needs. With continued reduction in offload delays, we will have fewer associated costs, and paramedic operations will be managed more efficiently and economically.

CONCLUSION

Effectively managing ambulance-to-hospital offload processes remains one of our biggest challenges in providing appropriate emergency care to the community. We continue to work closely with Sault Area Hospital, the Ministry of Health and Ontario Health to find the best approaches and solutions. We will continue to report our statistics on a monthly basis.

Respectfully submitted,



Kate Kirkham
Chief Paramedic Services



Social Services

District of Sault Ste. Marie Social Services
Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin

BOARD REPORT

AUTHOR: Kate Kirkham

DATE: May 23, 2024

RE: Disposal of Surplus Ambulances

RECOMMENDATION

BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board approve the negotiated sale of two ambulances to Crestline, at the amount of \$30,000 in total.

BACKGROUND INFORMATION

In adherence to established procurement protocols, we have determined the need to dispose of two surplus assets, namely two 2015 diesel ambulances, each with an approximate mileage of 225,000 kilometers. As per the organization's disposal policy, several avenues for disposal were considered, including public auction, public tender, trade, or negotiated sale.

SUMMARY/OVERVIEW

Crestline	Trade in credit or cash	\$15,000 per <u>ambulance</u> Total: \$30,000
Elite 911	Cash offer	\$12,200/ ambulance 1 <u>\$13,200/ ambulance 2</u> Total: \$25,400
Gov Deals	Public Auction Site – cash	Unknown (typically range between \$5,000-\$20,000 per vehicle – no guarantee

Considering the available options, it's prudent to evaluate the potential outcomes based on the information provided:

- 1. Crestline Trade-in Credit or Cash:** Offering \$15,000 per ambulance, totaling \$30,000. This option provides a straightforward and guaranteed amount for both vehicles.

2. **Elite 911 Cash Offer:** Providing \$12,200 for the first ambulance and \$13,200 for the second, totaling \$25,400. This cash offer is slightly less than Crestline's.
3. **Gov Deals Public Auction:** The cash amount from a public auction is uncertain, typically ranging between \$5,000 and \$20,000 per vehicle, with no guarantee. This option presents the highest potential for variability in terms of returns.

Based on the information provided, the Crestline trade-in credit or cash offer seems to be the most secure and straightforward option, providing a total of \$30,000 for both ambulances (combined total). Ultimately, the decision should align with the organization's financial goals and requirements. With this in mind, we are recommending DSSMSAB to sell both assets to Crestline as a cash transaction. This strategic decision reflects the organization's commitment to responsible asset management, ensuring optimal utilization of resources while adhering to regulatory requirements

STRATEGIC PLAN IMPACT

The decision on how to dispose of surplus assets, such as ambulances, significantly impacts the strategic plan of the DSSMSSAB. The chosen disposal method directly affects the financial health and sustainability of the organization. Opting for the option with the highest return, whether it's cash offers or trade-in credits, can contribute positively to the organization's financial resources. This aligns with strategic goals aimed at ensuring long-term financial stability and effectiveness in resource allocation.

FINANCIAL IMPLICATIONS

Opting for Crestline's trade-in credit or cash offer of \$15,000 per ambulance presents immediate financial benefits for the DSSMSSAB, ensuring a guarantee of \$30,000 for both ambulances. This decision facilitates efficient asset liquidation, converting surplus assets into cash that can be utilized according to the organization's financial priorities, while also providing certainty and stability in financial planning.

CONCLUSION

Choosing Crestline's \$15,000 trade-in credit or cash offer for each ambulance, totaling \$30,000, is the most financially prudent decision. It guarantees a solid return, facilitates efficient asset liquidation, and ensures stability in financial planning for the DSSMSSAB.

Respectfully submitted,



Kate Kirkham
Chief Paramedic Services



Social Services

District of Sault Ste. Marie Social Services
Administration Board
Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin

BOARD REPORT

AUTHOR: Kate Kirkham

DATE: May 23, 2024

RE: Renovations at 65 Old Garden River Road (RESC - #4 Fire Station)

RECOMMENDATION

BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board approve the renovation of the EMS warehouse and locker rooms at the RESC station (65 Old Garden River Road) to be completed by Winmar Property Restoration Specialists for the cost of \$56,525 + *hst*.

BACKGROUND INFORMATION

Paramedic bases require ample space for ambulance storage, administrative offices, training facilities, and rest areas. Additionally, dedicated areas for equipment storage, vehicle maintenance, and crew amenities are necessary. Efficient layout designs ensure quick access to emergency vehicles and medical supplies, optimizing response times. Functional spaces accommodate the diverse needs of paramedics, including secure storage for Personal Protective Equipment (PPE) and medical supplies, as well as areas for decontamination and cleaning.

Our paramedic division has grown beyond the capacity of our current resources at 65 Old Garden River Road. While we work towards long-term solutions, we are looking for interim solutions that help us do more with the resources we have. We have strategized ways to optimize existing infrastructure in response to the escalating space constraints. We feel that we can enhance the functionality of current spaces to accommodate some of the needs of our paramedic services.

SUMMARY/OVERVIEW

The RESC station serves as a joint Fire and EMS facility. As tenants of this city-owned building, we are required to use contractors from the city's approved vendor list for any renovation projects. In compliance with this requirement, we reached out to four approved vendors to request quotes for our project.

Three of these vendors responded and assessed the project details. Below are the vendors and their respective quotes:

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	Quote
Winmar Property Restoration Services	\$56,525 +HST
Service Master	\$57,295 + HST
Disaster Service Solutions	<i>Did not submit quote</i>

Winmar Property Restoration Services and Service Master both proposed to complete the project within the same scope, but Winmar's quote is slightly lower. Disaster Service Solutions did not meet the deadline to provide a quote.

Winmar has successfully completed work for us in the past, delivering high-quality results. Given their lower cost, it is recommended that the DSSMSSAB approve Winmar to complete the renovation project.

STRATEGIC PLAN IMPACT

This renovation aligns with the strategic objectives of the DSSMSSAB by enhancing infrastructure to better accommodate the evolving needs of emergency medical services. By optimizing existing space and improving storage facilities for essential equipment, the renovation directly contributes to the goal of enhancing operational efficiency and service delivery. Additionally, by leveraging funds from stretcher sales and ambulance disposals, the initiative demonstrates prudent financial management, supporting the strategic aim of maximizing resource utilization. Overall, this renovation initiative aligns with the DSSMSSAB's commitment to providing high-quality emergency medical services while ensuring fiscal responsibility and operational effectiveness.

FINANCIAL IMPLICATIONS

The financial implications of the proposed renovations at 65 Old Garden River Road involve using the recent revenue from stretcher sales, amounting to \$41,400, and the expected \$30,000 from selling existing diesel ambulances. These combined funds total \$71,400 and will be added to the reserves. With board approval, these funds could be applied to the renovation costs, which are quoted at \$56,525 plus 13% HST.

CONCLUSION

Implementing this recommendation will enhance our ability to operate efficiently within the current infrastructure at 65 Old Garden River Road – RESC station.

Respectfully submitted,



Kate Kirkham
Chief Paramedic Services



District of Sault Ste. Marie Social Services
Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin

DSSMSSAB BOARD REPORT

AUTHOR: Louie Bruni

DATE: May 23, 2024

RE: Homemakers and Nursing Services Program

RECOMMENDATION

BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board approve up to \$120,656 to be allocated to John Howard Society through the Homemakers and Nursing Services Program for the period of April 1, 2024 to March 31, 2025.

BACKGROUND INFORMATION

The Homemaking and Nursing Services Act (HNSA) is a provincial program that provides Homemaking Services to eligible community members. It is funded using an 80/20 cost share formula (provincial/municipal) and is intended to assist qualified seniors, disabled, etc. to receive the supports needed to remain in their homes. Thus, the total funding allocation for HNSA is \$250,000 (\$200,000 provincial and \$50,000 municipal). To be eligible for HNSA services one must meet financial eligibility determination AND have current health limitations that warrant the services. Services include but are not limited to:

1. Meal preparation
2. Light house keeping
3. Laundry
4. Snow removal

Under the current Act, the "Welfare Administrator" is responsible to administer the program including program eligibility, service levels, claim submissions, etc. The DSSMSSAB provides no funding and the program is only available within City limits, as the 20% must be municipally funded. There is no administration allocation for the delivery/administering this program.

In September of 2023 the Board was advised that through conversations with CLA, an alternative service delivery approach was identified and therefore funding was reduced to \$35,000 through the HNSA. The Board was further advised that March of Dimes Canada would cease adding new clients to their program in an effort to reallocate the finite resources to homelessness services

SUMMARY/OVERVIEW

The John Howard Society will utilize the funds at the supportive housing units located on Chapple Avenue. Eligible services include provided on-sight are dependent on the individual and may include:

- a) Meal planning, marketing and the preparation of nourishing meals, and the preparation of special diets where required
- b) Light, heavy and seasonal cleaning
- c) Light laundry, ironing and essential mending of clothing
- d) Personal care, including assistance in walking, climbing or descending stairs, getting into or out of bed, eating, dressing, bathing and other matters of personal hygiene
- e) Simple bedside care, where required, under the direction of a physician or nurse, but not including nursing services and
- f) Training and instruction in household management.

STRATEGIC PLAN IMPACT

The Homemakers and Nursing Services program aligns with the pillar of Service Delivery and Community Partnerships.

FINANCIAL IMPLICATIONS

The Homemakers and Nursing Services program’s total funding envelope remains unchanged at up to \$250,000. The revised budget for the HNSA is outlined in the table below. Through this report the Board is approving the allocation for the John Howard Society.

Agency	Funding Amount Fiscal 24/25
March of Dimes	\$94,344
John Howard Society of SSM & District	\$120,656
Community Living Algoma	\$35,000
TOTAL	\$250,000

***Note: Amounts for March of Dimes and CLA within CEO spending authority and adhere to reports approved by the board.**

RE: Homemakers and Nursing Services Program

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CONCLUSION

Services provided under the HNSA are very important to our community. The cost sharing formula makes it attractive to continue to provide services under the HNSA, but due competing fiscal pressures, we must allocate finite resources in a manner that is prudent and fair and based on board priorities.

Respectfully submitted,

A handwritten signature in cursive script that reads "Louie Bruni".

Louie Bruni
Chief Operating Officer



Social Services

District of Sault Ste. Marie Social Services

Administration Board

Conseil d'Administration des Services du District Sault Ste. Marie
Zhawenimi-Anokiitaagewin

BOARD REPORT

AUTHOR: Mike Nadeau

DATE: May 23, 2024

RE: Quarter 1 Statistical Update

RECOMMENDATION

BE IT RESOLVED THAT the District of Sault Ste. Marie Social Services Administration Board accept the Quarter 1 Statistical Report Update as information.

BACKGROUND INFORMATION

The District of Sault Ste. Marie Social Services Administration Board tracks and keeps an abundance of data. Data is reviewed monthly by management as a means to monitor results, impact and outcomes. On a quarterly basis the CEO brings non identifiable program data to the board for information and future planning purposes.

SUMMARY/OVERVIEW

The divisional data sets are comprised of local information using provincial and/or third party platforms. Management will provide an overview of the information for each divisional area in the following order:

1. Ontario Works,
2. Early Years,
3. Housing, and;
4. Paramedic Services.

STRATEGIC PLAN IMPACT

Outcomes are monitored provincially and locally and influence the strategic direction of the DSSMSSAB.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

RE: Quarter 1 Statistical Update

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CONCLUSION

Data sets, outcomes and achievements are a direct result of the effort of the entire organization/team.

Respectfully submitted,



Mike Nadeau
Chief Executive Officer



Social Services | Services Sociaux
Zhawenimi-Anokiitaagewin

Sault Ste. Marie District

ONTARIO WORKS
DIVISION OPERATIONS PERFORMANCE REPORT Q1



QUARTERLY DATA REPORT

Social Assistance Performance Report (Monthly)

2024	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Q1	Q2	Q3	Q4
Cases																
OW - Line 12	1,829	1,822	1,811										1,821	#####	#####	#####
TCA - Line 14	54	53	51										53	#####	#####	#####
ODSP - Line 115a	3,878	3,896	3,875										3,883	#####	#####	#####
ACSD - Line 116a	194	194	193										194	#####	#####	#####
Beneficiaries																
OW - Line 13	2,987	2,962	2,935										2,961	#####	#####	#####
TCA Children - Line 15	84	84	82										83	#####	#####	#####
ODSP - Line 115b	5,200	5,218	5,192										5,203	#####	#####	#####
ACSD - Line 116b	222	221	220										221	#####	#####	#####
Initial Assessment Timelines																
Avg # Days to Decision - Line 4	4	7	9										7	#####	#####	#####
# of Applications Processed - Line 5	100	90	91										94	#####	#####	#####
# of Eligible Applications - Line 8a	87	69	65										74	#####	#####	#####
# of Ineligible Applications - Line 8b	13	21	26										20	#####	#####	#####
# of Processed within Target - Line 9a	72	33	31										45	#####	#####	#####
% of Processed within Target - Line 9b	72%	37%	34%										48%	#####	#####	#####
# of Applications Pending (Cumulative) - Line 11	58	48	55										54	#####	#####	#####
Outcomes																
# of Cases with Employment Earnings - Line 21	187	180	178										182	#####	#####	#####
% Caseload with Employment Earnings - Line 22	10.22%	9.88%	9.83%										10%	#####	#####	#####
Avg Monthly Earnings per Case - Line 23	\$827	\$798	\$730										785	#####	#####	#####
# of Cases Terminated - Line 24	84	100	100										95	#####	#####	#####
% of Caseload Terminated - Line 25	4.59%	5.49%	5.52%										5%	#####	#####	#####
# of Exits to Employment - Line 26	19	19	20										19	#####	#####	#####
% Terminations Exiting to Employment - Line 27	22.62%	19.00%	20.00%										21%	#####	#####	#####
% of Caseload Exiting to Employment - Line 28	1.04%	1.04%	1.10%										1%	#####	#####	#####
Employment Assistance																
ODSP in OW ES - Line 29	79	81	85										82	#####	#####	#####
Suspends																
Income Reporting - Line 76	216	277	324										272	#####	#####	#####
Verification - Line 81	106	89	70										88	#####	#####	#####
Payments																
Monthly Cheques - Line 86	312	310	297										306	#####	#####	#####
Overnight Cheques - Line 90	274	322	240										279	#####	#####	#####
Real Time Cheques - Line 94	86	60	79										75	#####	#####	#####
Manual Cheques - Line 96	11	13	11										12	#####	#####	#####
Total Cheques																
Monthly DBD - Line 88	1,231	1,187	1,185										1,201	#####	#####	#####
Overnight DBD - Line 92	763	720	733										739	#####	#####	#####
Total DBD																
Reloadable Payment Card - Line 98	137	113	124										1,940	#####	#####	#####
Total RPC																
													125	#####	#####	#####

Ontario Works At A Glance Report ("March 2024")

Family Structure	1,811	100%
Singles without children	1,244	69%
Singles with children	476	26%
Couples without children	25	1%
Couples with children	66	4%

Family Size		
1 member	1,244	69%
2 members	239	13%
3 members	177	10%
4 members	98	5%
5 members	35	2%
6 or more members	18	1%

Role Within Benefit Unit	2,935	100%
Primary applicant	1,811	62%
Spouse	91	3%
Dependent adult	56	2%
Dependent child	977	33%

Gender of Head of Family		
Female	949	52%
Male	862	48%

Type of Accommodation		
Boarders	106	6%
Owners	61	3%
Renters	1,487	82%
Private Market	1,321	73%
Subsidized	166	9%
No Fixed Address	148	8%
Providing Special Care	6	0%
Other	3	0%

Education	
All Adults	1,609 100%
Grade 1-8	58 4%
Grade 9-11	528 33%
Grade 12-13	727 45%
Post Secondary	296 18%

Spouses only	
Grade 1-8	1 2%
Grade 9-11	23 44%
Grade 12-13	21 40%
Post Secondary	7 13%
Dep. adults only	37 100%
Grade 1-8	10 27%
Grade 9-11	14 38%
Grade 12-13	13 35%
Post Secondary	0 0%

Primary apps only	
Grade 1-8	47 3%
Grade 9-11	491 32%
Grade 12-13	693 46%
Post Secondary	289 19%
Parents age 16-17	4 100%
Grade 1-8	0 n.a.
Grade 9-11	4 100%
Grade 12-13	0 n.a.
Post Secondary	0 n.a.

Adults in families with children	
Adults age 18-21	49 100%
Grade 1-8	12 24%
Grade 9-11	22 45%
Grade 12-13	15 31%
Post Secondary	0 n.a.
Adults age 18-24	88 100%
Grade 1-8	14 16%
Grade 9-11	39 44%
Grade 12-13	35 40%
Post Secondary	0 n.a.

Age of Youngest Child		
# of Cases with Children	548	30%
5 years old and younger	283	16%
6-12 years old	182	10%
13-17 years old	59	3%
18 years old and over	18	1%

Age of Head of Family		
Under 18 years old	21	1%
18-21 years old	108	6%
22-24 years old	97	5%
25-34 years old	618	34%
35-44 years old	498	27%
45-54 years old	279	15%
55-64 years old	184	10%
Over 64 years old	6	0%

Months On Assistance	
0-4 months	228 13%
5-12 months	334 18%
13-18 months	166 9%
19+ months	1,083 60%
More than 12 months	1,249 69%
More than 24 months	319 51%
Avg Time On (months)	42

Earners	178
Avg Earnings Amount	\$ 730.00

Benefits Received	
OEEAAB	15
UpFront child care	0
OW EA Childcare	0

Participation in Ontario Works Employment Assistance (OW EA)	
Non-disabled adults with participation requirements	1,930 100%
Actively participating (and neither deferred nor waived)	1,418 73%
Deferred	180 9%
Deferred and actively participating	80 4%
Deferred and NOT actively participating	100 5%
Waived	0 0%
Waived and actively participating	0 0%
Waived and NOT actively participating	0 0%
Not actively participating	332 17%
With no outcome plan	73 4%
With outcome plan but no activity	259 13%
Total number of adults actively participating in OW EA	1,589 82%
Non-disabled adults with mandatory participation requirements	1,498 78%
Adults voluntarily participating and in receipt of financial assistance	0 0%
Adults NOT in receipt of financial assistance	91 5%



QUARTERLY DATA REPORT

Social Assistance Performance Report (Monthly)

Ontario Works										
Average Monthly Employment Earnings					2024 TARGET					
Q1 - Q4 Target					N/A					
Ministry Mandated Targets					Q1	Q2	Q3	Q4		
					\$785.00					
Percentage of Caseload with Employment Earnings										
Q1 - Q4 Target					N/A					
Ministry Mandated Targets					Q1	Q2	Q3	Q4		
					9.97%					
Average Monthly Employment Earnings per Case										
Ontario						Average Q1-Q4				
Year	Q1	Q2	Q3	Q4	Average Q1-Q4	Average Q1-Q4				
2024	\$785.00				\$785.00					
2023	\$815.00	\$730.00	\$820.33	\$822.00	\$796.83	\$872.00				
2022	\$754.78	\$807.43	\$784.00	\$806.67	\$807.00	\$887.00				
2021	\$827.52	\$756.13	\$813.80	\$816.26	\$803.43	\$930.00				
2020	\$834.96	\$819.76	\$780.97	\$827.34	\$815.76	\$928.00				
2019	\$877.52	\$837.68	\$901.51	\$928.53	\$886.31	\$893.00				
2018	\$810.53	\$846.88	\$861.67	\$905.19	\$856.07	\$868.00				
Percentage of Caseload with Employment Earnings										
Ontario						Average Q1-Q4				
Year	Q1	Q2	Q3	Q4	Average Q1-Q4	Average Q1-Q4				
2024	9.97%				9.97%					
2023	10.20%	11.11%	11.24%	10.29%	10.71%	8.50%				
2022	9.94%	10.19%	11.33%	12.21%	10.92%	9.27%				
2021	8.79%	9.54%	10.19%	10.45%	9.74%	8.58%				
2020	14.91%	9.40%	7.15%	9.52%	10.24%	8.86%				
2019	14.65%	14.54%	15.19%	15.44%	14.95%	13.20%				
2018	15.78%	14.74%	15.19%	15.05%	15.19%	12.96%				
Percentage of Terminations Exiting to Employment										
Ontario						Average Q1-Q4				
Year	Q1	Q2	Q3	Q4	Average Q1-Q4	Average Q1-Q4				
2024	20.54%				20.54%					
2023	26.38%	25.97%	24.71%	20.52%	24.40%	20.31%				
2022	28.89%	31.01%	32.67%	20.95%	28.38%	23.08%				
2021	17.39%	17.52%	24.00%	27.45%	21.59%	20.86%				
2020	25.02%	21.32%	17.67%	13.66%	19.42%	22.18%				
2019	18.33%	15.55%	23.48%	32.85%	22.56%	23.30%				
2018	15.94%	16.09%	14.00%	14.12%	15.04%	17.90%				
Percentage of Caseload Exiting to Employment										
Ontario						Average Q1-Q4				
Year	Q1	Q2	Q3	Q4	Average Q1-Q4	Average Q1-Q4				
2024	1.06%				1.06%					
2023	1.33%	1.48%	1.56%	1.11%	1.37%	1.04%				
2022	1.15%	1.40%	1.89%	1.21%	1.41%	1.11%				
2021	0.72%	0.68%	1.34%	1.09%	0.96%	0.96%				
2020	1.05%	0.82%	0.94%	0.59%	0.85%	1.04%				
2019	0.99%	0.81%	1.45%	2.01%	1.32%	1.31%				
2018	0.85%	0.72%	0.89%	0.74%	0.80%	1.0%				

Ontario Works - Caseload* by Local Offices Report (Monthly)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	AVG
Algoma	621	644	637										634
Cochrane	1,822	1,814	1,797										1811
Greater Sudbury	2,909	2,936	2,960										2935
Kenora	603	614	613										610
Manitoulin-Sudbury	461	463	457										460
Muskoka	719	734	746										733
Nipissing	1,726	1,735	1,765										1742
Parry Sound	634	650	656										647
Rainy River	248	245	250										248
Sault Ste. Marie	1,829	1,822	1,811										1821
Thunder Bay	2,615	2,637	2,627										2626
Timiskaming	601	597	616										605

* A case refers to a single individual or family unit on Social Assistance (e.g. a family on Social Assistance is counted as one case.)



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EARLY YEARS
DIVISION OPERATIONS PERFORMANCE REPORT Q1



2023-2024 Comparables

Vacant Licensed Spaces Centre Based Non-Profit		March 31st		June 30th		Sept. 30th		December 31st		
		2024 Spaces	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023
Infant	109	-43%	70%	86%	-29%		-34%		-25%	
Toddler	258	-43%	79%	87%	-21%		-27%		-19%	
Preschool	452	-34%	83%	97%	-12%		-19%		-15%	
JK/SK Before	342	-82%	29%	40%	-59%		-79%		-61%	
JK/SK After	342	-76%	40%	47%	-49%		-77%		-48%	
School Age Before	496	-51%	45%	67%	-50%		-75%		-52%	
School Age After	496	-41%	50%	68%	-42%		-74%		-43%	

Fee Subsidy Average Number of Children Served		Jan - March		Apr - June		July - Sept		Oct - Dec		
		Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Infant		18	14	10	10		7		11	
Toddler		40	44	13	44		34		26	
Preschool		87	88	61	93		75		71	
JK/SK		39	42	18	41		32		29	
School Age		84	71	46	63		40		58	
Total Average Number of Children Served		268	259	149	251	0	188	0	195	0
New Unduplicated		331	326	198	344		420		433	

Full Fee Paying Average Children Served		Jan - March		Apr - June		July - Sept		Oct - Dec		
		Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Infant		41	62	83	63		61		66	
Toddler		103	161	210	157		151		178	
Preschool		213	286	377	306		289		314	
JK/SK Before		26	58	118	98		40		103	
JK/SK After		46	96	144	134		47		150	
School Age Before		136	151	247	153		70		153	
School Age After		183	179	248	189		75		192	
Total		748	993	1427	1100	0	733	0	1156	0

Licensed Home Care		Average Served								
Fee Subsidy		25	36	40.8	30		48		40	
Full Fee		38	54	96	66		73		88	
Total		63	90	137	96	0	121	0	128	0

Indigenous Led Programs		Average Served								
Infant			5	4	6		6		6	
Toddler			13	9	11		11		16	
Preschool			39	32	40		44		40	
JK/SK / School Age			10	3	11		11		10	
91 Spaces	Total		67	47	69	0	73	0	71	0

Child Care Waitlist Total Children Waiting for Care	March 31st			June 30th		Sept. 30th		December 31st	
	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Infant	286	416	537	444		438		481	
Toddler	187	256	291	301		308		307	
Preschool	555	679	818	892		714		757	
JK/SK	59	83	25	21		7		16	
School Age	401	453	604	523		627		610	
Total Number of Children Waiting for Child Care	1488	1887	2275	2181	0	2094	0	2171	0
Percentage of Children Who Require Fee Subsidy	45%	43%	38%	37%		36%		35%	

Special Needs Resourcing (SNR) Average Number of Children Served	Jan - March			Apr - June		July - Sept		Oct - Dec	
	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Infant	0.00	0.00	0.00	0.00		0.00		0.00	
Toddler	3.00	6.50	5.67	6.00		6.50		6.00	
Preschool	26.50	34.50	36.00	34.20		33.75		30.55	
JK/SK	5.50	4.50	5.00	4.40		6.25		8.76	
School Age	0.50	1.50	4.33	2.00		2.00		2.36	
Average of Children Receiving SNR	35.50	47.00	51.00	46.60	0.00	48.50	0.00	47.67	0.00
Total Cumulative Number of Children Receiving SNR	40	51	51	58		70		78	

Directly Delivered Programming Active Placements (point in time)	March			June		September		December	
	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Infant	8	10	11	10		10		11	
Toddler	10	16	18	15		15		15	
Preschool	15	30	28	32		35		31	
JK/SK	13	10	7	8		7		6	
School Age	15	14	16	15		15		17	
Total Number of Children Served	61	80	80	80	0	82	0	80	0

Direct Delivered Fee Subsidy	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Total Enrolment at end of Previous Month	25	27	18	22		14		21	
Number of New Enrolments	2	1	3	3		10		0	
Number of Withdrawals	0	0	-3	-10		-6		-1	
Month-end Total	27	27	18	15	0	18	0	20	0

Direct Delivered Full Fee	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Total Enrolment at end of Previous Month	17	9	51	48		20		56	
Number of New Enrolments	20	48	8	9		36		3	
Number of Withdrawals	-3	-5	-10	-18		-3		-5	
Month-end Total	34	52	49	39	0	53	0	54	0

EarlyON Child and Family Centres	Jan - March			Apr - June		July - Sept		Oct - Dec	
	Q1 2022	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Child Visits 0 - 6	1496	5175	5844	4938		5030		4633	
Child Visits 7+	161	428	483	423		758		315	
Parents/Caregiver Visits	986	3894	4404	3650		3595		3659	
Children Served 0 - 6 (Cumulative for year)	322	992	1006	1169		1602		1816	
Children Served 7+	46	119	129	133		372		20	
Parents / Caregiver Served (Cumulative for year)	236	698	747	883		286		182	



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Sault Ste. Marie District

HOUSING
DIVISION OPERATIONS PERFORMANCE REPORT Q1

2023-2024 Comparables

Housing Operations (Sault Ste. Marie Housing Corporation)

	Jan - March		Apr - June		July - Sept		Oct - Dec	
	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Unit Turnover								
Average Number of RGI Vacancies	29	59	34		53		34	
Average Number of Rent Supplement Vacancies	3	0	0		2		1	
Average Number of Affordable Market Rent Vacancies	3	10	5		4		5	
Average of Number Portable Housing Benefit Vacancies	13	27	9		15		46	
Average Number of Market Rent Vacancies	6	8	3		3		11	
Number of RGI Unit Move-Ins	29	44	24		30		26	
Number of Market Unit Move-Ins	7	12	10		10		31	
Number of Affordable Market Unit Move-Ins	0	3	4		4		4	
Number of Units Evicted Through Landlord and Tenant Board Tribunal	4	2	6		3		1	
90-Day Loss of Rent-Geared-to-Income Subsidy Notices Issued								
Total number issued	10	18	17		42		16	
Capital Works								
Total Number of Projects Issued	0	4	4		4		3	
Total Value of Projects	\$ -	#####	#####		\$ 493,098.30		\$ 229,374.18	
RGI Tenants Paying Market Rate								
Average Number of households paying market rate	19	20	20		14		13	
Rent Arrears								
Average dollar value of arrears owed (\$) - RGI Units	\$ 46,440.80	\$58,049.78	\$53,589.54		\$45,524.34		\$62,557.05	
Average dollar value of arrears owed (\$) - Affordable Market Units	\$ 38.73	\$417.50	\$17.72		\$0.00		\$228.29	
Average dollar value of arrears owed (\$) - Market Units	\$ 1,524.64	\$5,130.94	\$3,227.41		\$2,870.96		\$2,540.56	
Total Number of Landlord & Tenant Board Tribunal Notices Issued for Rental Arrears	4	4	7		8		7	
Repayment Agreements Initiated								
	2	1	3		4		2	

2023-2024 Comparables

Sault Ste. Marie Housing Programs

	Jan - March		Apr - June		July - Sept		Oct - Dec	
Access to Housing Subsidies - As at End of Quarter	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Application Centre RGI Waiting List - # of applicants on the list	1071	1691	1248		1401		1527	
Percent Change	57.89%		#DIV/0!		#DIV/0!		#DIV/0!	
Number of new applications processed for a housing subsidy	180	164	177		153		126	
Number moving in to a new subsidized housing unit in Sault Ste. Marie	41	44	56		82		66	
Number moving into rent supplement units	0	0	0		0		0	
Average number of applicants who are homeless awaiting a housing subsidy	0	2	0		1		0	
Number of applicants awaiting an RGI portable housing benefit	117	101	107		85		82	

Service Manager Compliance - Service Level Standards - 1869 Total Units	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Number of Units - Local Housing Corporation (LHC) Sault Ste. Marie Housing Corp.	737	734	738		743		743	
Number of Units - SSMHC Rent Supplement / Housing Programs	534	552	530		526		558	
Number of Units - Commercial Rent Supplement Program	71	63	70		68		63	
Number of Subsidized Housing Provider Units	546	542	538		540		542	
Total subsidized Units	1888	1891	1876		1877		1906	
Over / Short to Total Units Required (1,869)	19	22	7	-1869	8	-1869	37	-1869
Portable Housing Benefit - # of Participants	298	330	300		300		300	
Canada-Ontario Housing Benefit (COHB) Subsidies (NEW - APRIL 2020)	113	113	143		152		152	
Non-profit/Co-operative Housing Providers Target Plan - # of RGI Units	545	542	544		540		539	

2023-2024 Comparables

Community Homelessness Programs

	Jan - March		Apr - June		July - Sept		Oct - Dec	
Number of Unique Households Accessing Shelter	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Pauline's Place	79	77	92		88		80	
CMHA Low Barrier Shelter	120	121	117	0	117		139	

Intensive Case Management - Urgent Homeless Program	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Number of individuals housed in the Intensive Housing Based Case Management Program (End of Quarter)	1	0	8		3		6	
Average Level of Acuity	41	0	51		37		39	

Community Wide Homelessness Reductions	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Measure: Chronic homelessness in the community is reduced								
Average Number of Individuals on the By-Name List that are chronically homeless	64.66	80	70.6		79.6		77.3	
% change	24%		-100%		-100%		-100%	
Measure: Homelessness in the Community is reduced overall								
Number of active homeless on the By-name list	162	160	134.33		137.3		135	
% change	-1%		#DIV/0!		#DIV/0!		#DIV/0!	
Measure: New inflows into homelessness are reduced								
Number of individuals entered onto the BNL for the first time	26	22	18.66		\$ 16.33		19.66	
Measure: Returns to homelessness								
Number of individuals entered onto the BNL as a returning user from housing	3	7.3	4.6		3.33		5	

Diversions from Emergency Shelter	Q1 2023	Q1 2024	Q2 2023	Q2 2024	Q3 2023	Q3 2024	Q4 2023	Q4 2024
Total Number of Individual(s) Diverted from Emergency Shelter System	3	81	27		57		56	



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Sault Ste. Marie District

**PARAMEDIC SERVICES
DIVISION OPERATIONS PERFORMANCE REPORT Q1**

Response Volume DSSMSSAB Statistical Ambulance Report

2024 From iMedic data base (Paramedic created)

Priority of calls

CACC decision

dispatched	Q1	Q2	Q3	Q4	Total
1	149				149
2	78				78
3	1357				1357
4	2863				2863
8	5				5
other					0
Total	4452	0			

From ADRS (CACC created data)

Priority of calls

CACC decision

dispatched	Q1	Q2	Q3	Q4	Total
1	174				174
2	95				95
3	1514				1514
4	3287				3287
*8	383				383
other					0
Total	5453	0	0	0	5453

priority defined

- 1 deferrable
- 2 scheduled transfer
- 3 prompt
- 4 urgent (lights and siren)
- 8 standby (for fire and police unless noted otherwise)

2024 RESPONSE TIME PERFORMANCE RESULTS

Q1

Type of Call by CTAS	Target Time in minutes	RTPP Goal %	Target Time was met %	Number of calls
SCA	6	60	58.6	31
CTAS 1	8	75	76.2	63
CTAS 2	10	80	84.48	934
CTAS 3	15	80	93.43	1431
CTAS 4	20	80	98.84	1033
CTAS 5	30	80	100	353

Q2

Type of Call by CTAS	Target Time in minutes	RTPP Goal %	Target Time was met %	Number of calls
SCA	6	60		
CTAS 1	8	75		
CTAS 2	10	80		
CTAS 3	15	80		
CTAS 4	20	80		
CTAS 5	30	80		

Q3

Type of Call by CTAS	Target Time in minutes	RTPP Goal %	Target Time was met %	Number of calls
SCA	6	60		
CTAS 1	8	75		
CTAS 2	10	80		
CTAS 3	15	80		
CTAS 4	20	80		
CTAS 5	30	80		

Q4

Type of Call by CTAS	Target Time in minutes	RTPP Goal %	Target Time was met %	Number of calls
SCA	6	60		
CTAS 1	8	75		
CTAS 2	10	80		
CTAS 3	15	80		
CTAS 4	20	80		
CTAS 5	30	80		

